DOCUMENT RESUME

ED 424 871 IR 057 239

AUTHOR	Soete, George J., Comp.
TITLE	Managing Food and Drink in ARL Libraries. SPEC Kit 237.
INSTITUTION	Association of Research Libraries, Washington, DC. Office of Leadership and Management Services.
ISSN	ISSN-0160-3582; ISSN-0160-3574
PUB DATE	1998-09-00
NOTE	55p.; Includes accompanying "SPEC Flyer" 237.
AVAILABLE FROM	Association of Research Libaries (ARL), 21 Dupont Circle, NW, Washington, DC. 20036 ($40; $25 ARL members; plus $6 each shipping and handling).
PUB TYPE	Collected Works - Serials (022) -- Reports - Research (143) -- Tests/Questionnaires (160)
JOURNAL CIT	SPEC Kit; n237 Sep 1998
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	*Academic Libraries; *Food; Higher Education; Library Associations; Library Facilities; Library Personnel; *Library Policy; Library Research; Library Surveys; Questionnaires; Research Libraries; Signs; Trend Analysis; Users (Information)
IDENTIFIERS	Association of Research Libraries; *Beverages; Food Consumption; *Rules and Regulations

ABSTRACT

This survey was conducted to determine to what extent ARL (Association of Research Libraries) libraries permit food and drink to be consumed in library facilities, whether there has been a shift in recent times toward a liberalization of policy and practice, how restrictions are enforced, and whether there are particularly successful strategies for the management of food and drink. Results indicate that, although there have been some recent changes in ARL libraries' programs, most do not permit the consumption of food and drink in general use areas. Out of the 72 libraries responding to the survey, 71% prohibit food and drink entirely, and 29% permit food and drink--most with restrictions. Leading reasons for the restriction of food and drink included: preservation of library materials; maintenance of a healthy environment; and protection of the facility, furniture, and equipment; and pest control. A copy of the survey with tabulation of responses is provided. Representative documents include: (1) general policies and regulations from 12 universities; (2) planning documents from the University of Oregon; (3) policies and guidelines for staff from six universities; and (4) signs from two universities. Contains a list of selected resources. SPEC Flyer 237 summarizes survey results. (DLS)

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SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 237

Managing Food and Drink in ARL Libraries

September 1998

ED 424 871

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SYSTEMS AND PROCEDURES EXCHANGE CENTER

Flyer 237

Managing Food and Drink in ARL Libraries

September 1998

Introduction

Virtually all ARL libraries have policies and procedures for the management of food and drink in their facilities. Recently, ARL library directors discussed the usefulness of such policies. Proponents of more liberal policies suggested that the actual problems resulting from food and drink (damage to library materials, vermin infestations, etc.) are minimal or nonexistent and that, in any event, these problems might be outweighed by user convenience and the overall positive public relations impact of permitting food and drink.

This SPEC survey sought to discover: 1) to what extent ARL libraries permit food and drink to be consumed in library facilities; 2) whether there has been a shift in recent times toward a liberalization of policy and practice; 3) how restrictions (where they exist) are enforced; and 4) whether there are particularly successful strategies for the management of food and drink.

The focus of the survey was on the consumption of food and drink, not merely the possession of it. Also, it was assumed that most or all libraries do not permit food and drink in special collections areas.

Survey Results

Although there have been some recent changes in ARL libraries' programs for the management of food and drink, most do not permit the consumption of food and drink in general use areas. Out of the 72 libraries (60%) responding to the survey, 51 (71%) prohibit food and drink entirely. Twenty-one libraries (29%) permit food and drink, but there are usually restrictions about what may be consumed and where. Of these 21, only three (4%) do not restrict what may be consumed. Food is more commonly prohibited. When liquids are permitted, they typically must be in covered and/or reusable spill-proof containers. Several libraries specify that water only is permitted. When there are restrictions concerning areas of the library, computer installations head the list of prohibited areas.

Preservation of library materials is the leading reason for restricting food and drink. But there are other reasons as well: maintenance of a healthy environment in the facility; protection of the facility (floor coverings, etc.); protection of furniture and equipment; and pest control. On the other hand, libraries that have become more liberal in their policies concerning food and drink cite user convenience as the primary reason, with difficulty of enforcement a close second.

There appears to be a moderate shift in ARL libraries toward a more permissive approach to food and drink. While 32 libraries (44%) reported that their policies on food and drink are about the same as they were ten years ago, 30 (42%) reported that they were now more permissive. Only nine (13%) said that they were now more restrictive. Most of these changes occurred within the last four years.

Libraries that are taking a more liberal approach and permit liquids in prescribed containers apparently do so as a concession to current cultural norms—everyone seems to carry a water bottle these days—and as an acknowledgment that total restriction may not be a goal worth the extreme effort required for enforcement. One library noted, for example, that the advent of backpacks has severely hampered monitoring efforts. In several cases, it was suggested that, although the policies themselves had not changed, enforcement had become more lenient in recent times.

Libraries taking a stricter approach, on the other hand, typically suggested either that the change had coincided with the opening of a new facility and the desire to keep it in good condition or that trash, spills, and crumbs had exceeded the ability of custodial staff to handle.

For perhaps obvious reasons, responding libraries tend to be more lenient with staff in the management of food and drink: unlike users, staff are limited in their ability to leave the library to get refreshments. Fifty-one libraries (71%) responded that their policies and practices were different for staff. Typically, staff are permitted to eat and drink at their work stations, although some libraries do not permit them to do so while they work with library materials. Many libraries mentioned that they require staff to be discreet in transporting food and drink through public areas to their work stations. In no case were staff permitted to eat or drink in public areas, though in one case there was a reported movement on the part of some public service staff to have the same privileges as users—that is, to consume water from spill-proof containers at public service desks.

Staff enforcement of food and drink regulations is a difficult issue. In 66 of the responding libraries, staff are expected to enforce food and drink regulations, but in 17 of these libraries only some staff, typically in public service areas, are expected to. In 12 libraries only security staff, who are sometimes students, are expected to enforce regulations. In the 66 libraries that ask staff to enforce regulations, only 23 provide special training in how to do this. In one case, university counsel has advised the library not to have staff enforce food and drink rules, as they are

concerned that enforcement might put staff in physical danger.

When asked how rigorously they enforce food and drink regulations, 40 libraries said enforcement was rigorous, while 30 characterized their enforcement as ranging from not very rigorous to quite lax.

Fifty-seven percent of respondents characterized their programs restricting food and drink as successful, while 43% said the programs were minimally or not at all successful. Enforcement problems were sometimes traced to value differences among staff, some of whom do not agree with food and drink regulations. More often, however, the issue is more basic: staff discomfort with the task of policing and enforcing. One library mentioned the "risk of public service burnout in enforcement." Many libraries acknowledged the lack of convenient access to food and drink facilities as a contributing problem. Only 15 responding libraries provide any sort of separate snack/study area for students. In some cases, lack of sufficient staff was cited. Another often mentioned problem was the difficulty of monitoring the vast areas found in many ARL libraries, especially when users can be skilled at smuggling food and drink into the building. Finally, several respondents mentioned cultural changes as having a powerful effect. Some cited the examples of book stores and other establishments where customers are encouraged to relax with store stock and a cup of coffee.

In addressing strategies for managing food and drink that have been successful, respondents offered few ideas. However, one significant theme emerged: it is more effective to deal with food and drink at the library entrance, through both signage and intervention from staff, than through elaborate monitoring systems that aim to cover the entire building. One library indicated that relaxing the rules—allowing covered drinks in the library—was actually the best strategy employed. Four libraries (6%) reported that they had developed a reward system to reinforce good behavior on the part of staff and users. One provided spill-proof containers with printed messages about preservation tucked inside. Another made low-cost tote bags available to staff to conceal food and drink from the library entrance to their work stations.

Though most libraries (71%) have written policies on food and drink, no one suggested that having a policy contributed to the success of their program, although one viewed the lack of a policy as being the root cause of many enforcement problems. In general, policies seem to fall into two categories: 1) those that simply inform people about the rules and the rationale for them; and 2) those that invoke library, campus regulations, and/or state laws. The latter often put food and drink infractions in the same league as theft and mutilation of library materials.

Overall, 31 respondents (43%) were at least somewhat satisfied with their current policies and practices related to the management of food and drink, while 37 (51%) were not satisfied. Twenty-four libraries (33%) anticipate changing their management of food and drink in the near future. Only one library reported that they had attempted to estimate the cost of managing food and drink.

Conclusion

Member responses suggest that the management of food and drink is an important aspect of every library's activity. Following are some recommendations to assist libraries as they wrestle with food and drink policies in their facilities.

- Have a clear policy with a rationale for prohibitions.
- Manage food and drink as much as possible at library entrances and through signage.
- If staff enforce regulations, be sure that they understand the rules, as well as the rationale for them. In one institution, all staff receive training in the basic care and handling of library materials, including tips on how to communicate with users who have food and drink. Provide training that equips staff with the appropriate skills for intervening.
- Since 100% compliance is probably impossible, decide where to focus efforts. One library decided to ignore water bottles and concentrate on food.
- If the issue is important enough in your library, spend some time analyzing it. What are the real costs of enforcement? What are the real findings concerning vermin infestations? How much "illegal trash" is collected by custodians during certain periods of time? Do the findings signal a need for change?

This SPEC Flyer and Kit were prepared by George J. Soete, ARL/OLMS Organizational Development Consultant.

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SYSTEMS AND PROCEDURES EXCHANGE CENTER

Managing Food and Drink in ARL Libraries

A SPEC Kit compiled by

George J. Soete
ARL/OLMS Organizational Development Consultant

September 1998

Series Editor: Patricia Brennan
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SPEC Kits are published by the

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF LEADERSHIP AND MANAGEMENT SERVICES
21 Dupont Circle, NW
Washington, DC 20036-1118
(202) 296-2296 Fax (202) 872-0884
<http://www.arl.org/olms/infosvcs.html>
<pubs@arl.org>

ISSN 0160 3582

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SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 237

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SURVEY RESULTS

ASSOCIATION OF RESEARCH LIBRARIES

April 24, 1998

To: SPEC Liaisons

From: George J. Soete, ARL/OLMS Organizational Development Consultant
Patricia Brennan, ARL Program Officer

Re: SPEC Survey on Managing Food and Drink in ARL Libraries

Many ARL libraries have policies and procedures that seek to manage food and drink in their facilities. Recently, there has been debate about the usefulness of such policies, with proponents of more liberal policies suggesting that the actual problems resulting from food and drink (damage to library materials, vermin infestations, etc.) are minimal or non-existent and that, in any event, these problems might be outweighed by user convenience and the overall positive public relations impact of permitting food and drink.

This survey seeks to discover to what extent ARL libraries permit food and drink to be consumed in library facilities, whether there has been a shift in recent times toward a liberalization of policy and practice, how restrictions (where they exist) are enforced, and whether there are particularly successful strategies for the management of food and drink.

Definitions: The focus of this survey is on the consumption of food and drink, not merely possession. Also, it is assumed that most or all libraries will not permit food and drink in special collections areas. The survey focuses on general use areas of your library.

Responses are due in the ARL Office by May 22, 1998.

As always, your individual responses will be treated confidentially.

21 Dupont Circle
Washington, DC 20036
202 296 2296 telephone
202 872 0884 fax
http://www.arl.org/

MANAGING FOOD AND DRINK IN ARL LIBRARIES

Note: There were 72 reporting institutions (60%), including one non-ARL member library.

1. Does your library permit food and drink to be consumed in the general areas of your libraries, that is, in open stack and study areas? (This survey does not focus on special collections areas.)

a.	Yes, in all general use areas	8
b.	Yes, but not in all general use areas	13
c.	No, not in any general use areas	51

2. If you checked 1a. or 1b., do you have restrictions on the kinds of food and drink that may be consumed (for example, drinks in covered containers only)?

Yes, there are restrictions	18
No restrictions	3

3. If you restrict food and drink in general use areas of your libraries, what are the primary factors behind this policy (e.g., preservation of library materials)? List up to three factors.

First primary factor

Preservation of materials	52
Protection of equipment/furnishings	4
Cost of cleaning/reduced staff	3
Reducing trash and garbage	3
Concern with vermin	3
Unpleasant spills and stains for users	2
Maintaining academic atmosphere	1
Past practice	1
Offensive smells/allergies	1

Second primary factor

General cleanliness/concern with keeping healthy environment	20
Protection of furnishings, floor covering, physical plant, building/housekeeping/cleaning contracts/policies	15
Pest/vermin control	10
Preservation of computers, electronic equipment, microforms	7
Protection/preservation of library materials	3
Maintenance of academic atmosphere	2
Offensive smells	2
Historic precedent/habit	2
Protection of special collections	1
Cleanup costs/reduced staff	1
Physical plant doesn't clean	1
Limited space for users	1
Ease caretakers' efforts	1
"Mess"	1

Third primary factor

Protection of furniture, equipment, fixtures	12
Pest control	8
Free custodians/cleanup staff for other duties	6
Protection of computers	3
General cleanliness	3
Appearance of library	2
Patrons' complaints	2
Maintenance of academic/study environment	2
Preservation of library materials/collection	2
Historical precedent	1
Building maintenance	1
Noise avoidance	1
Offensive smells	1
Trash	1
Inconvenience to users and staff	1
Not allowing food/drink to get out of hand (e.g., pizza parties)	1

4. If you do not restrict food and drink in general use areas of your libraries, what are the primary factors behind this policy (e.g., convenience of users)? List up to three factors.

First primary factor

User convenience	4
Difficult enforcement/time consuming/ineffectual	2
People eat and drink at home while using library materials	1
No real history of damage to library materials	1

Second primary factor

User convenience	3
Promote a more "friendly atmosphere"	1
Difficulty of enforcing absolutely no food and drink rule	1

Third primary factor

Good public relations	1
Recognition that we cannot control what happens to our materials once they leave the building. We hope that the approach of sanctioning food and drink in some areas will encourage responsible behavior in and outside the library.	1

5. During the last ten years, would you say that your library has become more or less permissive in managing the consumption of food and drink in the libraries or stayed about the same?

a.	More permissive, less restrictive	30
b.	Less permissive, more restrictive	9
c.	About the same	32

6. If you checked 5a. or 5b., please estimate how many years it has been since you made your last policy change. Check only one.

Seven to ten years ago	9
Four to seven years ago	7
One to four years ago	15
Within the last year	11

7. If you checked 5a., please note details here:

8. If you checked 5b., please note details here:

9. Are your policies and practices for staff in regards to food and drink in the library different from those that apply to users?

Yes	20
No	51

10. If you restrict food and drink in your libraries, do library staff participate in enforcement of restrictions?

Yes, all staff are expected to enforce restrictions	37
Yes, but only some staff are expected to enforce restrictions	17
Yes, but only security staff enforce restrictions	12
No, library staff are not expected to enforce restrictions	0
Other; please explain.	6

11. If library staff participate in enforcing food and drink restrictions, have they received special training in how to do this?

Yes	23
No	41

12. If you restrict food and drink, would you say that your program has been successful? Check the closest description only.

Very successful	8
Somewhat successful	32
Minimally successful	15
Not very successful	12
Not at all successful	3

13. Please take a moment to list the most significant problems or obstacles (up to three) to success in your management of food and drink in your libraries.

14. Please take a moment to list the most successful strategies that you have used in the management of food and drink in your libraries.

15. Do you have areas within any of your facilities (e.g., a snack/study area or coffee bar) in which users are permitted to consume food and drink?

Yes	15
No	55

16. How rigorously are your food and drink policies enforced? Check only the closest item.

Very rigorously	8
Somewhat rigorously	32
Not very rigorously	18
Enforcement is quite lax	12

17. Do you have a written policy concerning food and drink in the library?

a.	Yes	51
b.	No	20

If you checked 17a. and your policy is on the web, please indicate the URL here. If your written policy is not on the web, please send a copy to us.

18. Some libraries have instituted reward systems related to food and drink. For example, they might provide staff with spill-proof containers and users with $2.00 copy cards for compliance, or they might collect fines or issue citations on the spot for infractions. Does your library have a reward system related to food and drink management?

Yes	4
No	67

19. If you restrict food and drink in your libraries, have you estimated the cost of enforcement?

Yes	1
No	13

20. Are you satisfied with your current policies and practices related to the management of food and drink in your libraries? Check the closest one.

a.	Yes, very satisfied	10
b.	Yes, somewhat satisfied	21
c.	Only marginally satisfied	20
d.	Not very satisfied	12
e.	Not at all satisfied	6

If you checked 20c., 20d., or 20e., please take a moment to indicate the reasons here:

21. Do you anticipate making a change in your management of food and drink in the near future?

a.	Yes	24
b.	No	47

If you checked 21a., please provide details.

22. Please send us any documentation related to this SPEC topic. Documentation may take the form of policies on food and drink, outlines of training sessions, etc.

RESPONDING INSTITUTIONS

University of Alabama
Arizona State University
Auburn University
Brown University
University of California–Davis
University of California–Irvine
University of California–San Diego
University of California–Santa Barbara
Center for Research Libraries
University of Cincinnati
University of Colorado
Colorado State University
Columbia University
Cornell University
University of Georgia
Georgia Institute of Technology
University of Guelph
University of Illinois at Chicago
Indiana University
University of Iowa
Iowa State University
Johns Hopkins University
Kent State University
University of Kentucky
Laval University
Linda Hall Library
McMaster University
University of Manitoba
University of Maryland
University of Massachusetts
Massachusetts Institute of Technology
University of Miami
University of Michigan
Michigan State University
University of Minnesota
University of Missouri
National Library of Canada
National Library of Medicine
University of Nebraska–Lincoln
University of New Mexico
New York University
University of North Carolina
University of Notre Dame
Ohio State University
University of Oklahoma
Oklahoma State University
University of Oregon
University of Pennsylvania
Pennsylvania State University
Princeton University
Purdue University
Rice University
Rutgers University
University of Saskatchewan
Smithsonian Institution
State University of New York at Buffalo
State University of New York at Stony Brook
Temple University
University of Tennessee
University of Texas
Texas A&M University
Texas Tech University
University of Toronto
Tulane University
University of Utah
Vanderbilt University
Virginia Tech
University of Washington
Washington University–St. Louis
University of Waterloo
York University

Napier University

SYSTEMS AND PROCEDURES EXCHANGE CENTER

REPRESENTATIVE DOCUMENTS

Arizona State University Libraries
LIBRARY CONDUCT POLICY

Users of the Libraries expect to have

- a library environment free of disruptive activity
- access to library materials or an ability to recall them as regulations allow
- newspapers, journals, documents, and books that are complete and unmarked
- surroundings free from food, beverages, and their resulting problems

Ensuring a pleasant and productive environment for study and research for all users requires that each user of the Libraries follow the ASU *Library Conduct Policy* and refrain from the following activities listed below:

1. Removal or attempted removal of library materials or property without checking them out or without authorization.

2. Consumption of food or beverages within the public service areas of the Libraries.

3. Smoking in undesignated areas or using smokeless tobacco.

4. Mutilation of library materials by marking, underlining, removing pages or portions of pages, removing binding, removing electronic theft detection devices, or in any other way injuring or defacing library materials.

5. Concealing library materials in the Libraries for the exclusive use of an individual or group.

6. Failure to return materials following the expiration of the loan period an/or on request for return of materials by the Libraries.

7. Failure to pay the Libraries the value of lost or damaged materials.

8. Any disturbance or behavior which interferes with normal use of the Libraries (rowdiness, noise, offensive sexual behavior, and so forth).

9. Harassment of library staff or users.

10. Being in an unauthorized area of the Libraries, remaining in the Libraries after closing or when requested to leave during emergency situations or drills.

The Libraries will actively pursue disciplinary action, prosecution, or other legal action for the offenses listed above. Misuse of the Libraries, whether by theft, mutilation or vandalism of library materials or property, or by interference with study and research activities of library users, shows disrespect for the institution and disregard of the rights of members of the University Community. Misuse of the Libraries is a violation of Section 5-303, Prohibited Conduct (R7-4-102) of the Arizona Board of Regents' Code of Conduct (BOR 5/83, 9/83). The *Library Conduct Policy* is based upon the *Code*.

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Persons who commit or attempt to commit offenses stated in the Code of Conduct and the *Library Conduct Policy* , whether a member of the University Community or not, may be asked to leave the campus, may be subject to the sanctions or expulsion, suspension, prosecution, forfeiture, warning, and restitution, and may be accountable to both civil authorities (city, state, or federal) and to the University.

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Comments

Date of Current Policy: February 2, 1988
Date of Web Posting: August 1, 1997
URL: http://www.asu.edu/lib/help/conduct.htm

June 10, 1993

C.22 Food and Drink Policy C.22

C.22.1 Commitment to Preservation

a. The Colorado State University Libraries is committed to preservation. Preservation is the action taken to prevent, stop, or slow deterioration of libraries materials. In a research library most materials are selected for permanent value and should be preserved.
b. Colorado Revised Statutes state "it shall be unlawful to willfully or maliciously or wantonly and without cause, write in or upon, or injure, deface, tear or destroy any book, plate, picture, engraving, map, newspaper, magazine, pamphlet, manuscript or other material belonging to the library."

Avoid Damage and Destruction Caused by Food and Drink

a. Food and beverage spills and residues can cause materials to become wet, stained, weakened, odorous, and discolored. Materials can become unusable or their deterioration rate increased.
b. The same spills and residues can attract insects or rodents which can do further harm by eating components of libraries materials. A wet condition promotes growth of fungi.

C.22.2 Policy

Patrons

a. Food and drink are not permitted in the libraries.
b. Signs are posted at the entrance to make patrons aware of policy.
c. No food or drink opened or in the process of being consumed can be brought into the libraries. Food and drinks in closed lunch bags or in knapsacks can be brought into the libraries, but may not be eaten.
d. Patrons who are eating and/or drinking in the libraries are to be asked to dispose of the food and/or beverage or leave the building.

Staff

a. No eating or drinking is permitted in public service areas, any other area open to view by patrons, at any computer terminal or microcomputer, or in any area where libraries materials are handled.
b. Eating is permitted in designated areas in departments away from public view.
c. Staff may not carry open coffee cups, soft drink cans, trays with food, or other food/drink items through the libraries. Closed lunch bags/knapsacks/boxes, thermos bottles, or other closed containers are permitted, but discretion is advised.
d. In addition to libraries-wide functions, the Staff Lounge is available for departmental parties which extend over a period of hours so that all staff can participate. The food and drink for these parties are to be labeled and respected by those in other departments.
e. Official, authorized functions in either rooms 124 or 203 can serve food and drink. All food and drink are to be consumed within the confines of the room. No food or drink residues should remain.
f. Everyone should wash their hands following eating. It is important that oils and other residues from food not be transferred to materials.
g. Supervisors are to provide new staff information about the food and drink policy, recommendation for ways to inform the public of the policy as well as enforcing the policy, and background on preservation of libraries materials.

OC 980107 - 03

FOOD AND DRINK IN THE LIBRARY

1.0 Food or drink can irreparably damage library materials, equipment, or furnishings. In addition, food and drink attracts insects and rodents.

1.1 Food is not allowed in the Library's public areas.

1.2 Drinks in covered containers, as **specified** by the Library, may be brought into the Library. Drinks in cans, uncovered cups and other containers are not allowed.

2.0 Staff members who work anywhere in the building except on the Ground Floor are not allowed to have food or drink at their desks.

2.1 A special concession has been made to those staff members who work on the Ground Floor allowing them to have beverages at their desks.

3.0 Food and drink are to be consumed in the Staff Lounge.

Copied from the Policy Manual

Library and Information Center
GEORGIA INSTITUTE OF TECHNOLOGY
704 Cherry Street, N.W.
Atlanta, GA 30332-0900

The current policy states, *"Food is not to be consumed in the Library. Only covered drink containers are permitted."* The Food & Drink Committee proposes that LMG approve the following revised policy statement.

> **Food is not to be consumed anywhere in the Library.**
> **Drinks are not permitted in the Library in *disposable* containers.***
>
> ***Note that food and drink are not permitted in the Wellington County Room.**

By way of explanation the following information will be posted where appropriate and available to staff for user education purposes.

> **The following disposable drink containers are not permitted in the Library:**
>
> **plastic, cardboard or Styrofoam cups**
> **tinned soft drinks**
> **plastic or glass bottles**
> **juice "boxes"**
>
> **Non-disposable containers such as travel mugs are the only drink containers permitted.**

The Food & Drink Committee is planning a couple of education programs for users concerning the new policy. We are going to offer a TUG travel mug give-away (the mug to be stuffed with a flyer describing why the new policy is needed and what's appropriate). In addition a bookmark or flyer will be created that can be used by staff to hand to users violating the policy. The Committee is also planning on contacting appropriate people in the CSA, Interhall Council, and Student Housing Services and ask their help in promoting the policy.

The Committee would like the Library Management Group to approve this revision to the Food & Drink policy as early as possible in the new year.

IOWA STATE UNIVERSITY LIBRARY

Food/Beverage/Tobacco

Consumption of food or beverages within the Library's public areas, including research studies and group study rooms, is prohibited. Use of tobacco in any form is also prohibited throughout the entire building. The Hub, located just south of Parks Library entrance, contains vending machines and convenient facilities for those wishing to eat or drink. An outdoor ashtray is mounted to the cement retaining wall just east of the library entrance for those wishing to smoke.

Enforcement of the Library's food, beverage, and tobacco policy provides users with a clean environment. Food, beverages, and tobacco attract insects and can cause damage to library materials. Smoking also presents a dangerous fire hazard and is prohibited by state law in public buildings. The Library's food, beverage, and tobacco policy is designed to ensure a clean study and work environment for users and staff, to aid in preservation and care of collections, and to maintain a pest-free building.

Return to: Library Policies | ISU Library Home Page | ISU Library Web Search

Comments: *jmueller@iastate.edu*
Iowa State University Library, Ames, IA 50011
URL: http://www.lib.iastate.edu/policy/food.html
Revised: 20 December 1996.

BEST COPY AVAILABLE

The food and drink policies for the Eisenhower Library are now finalized and are being distributed to all MSEL staff. This policy will be posted for user awareness as part of the new signage program and as a handout at appropriate points.

EISENHOWER LIBRARY FOOD & DRINK POLICY

In order to protect the Library's collections from rodents and insects and the damage they cause, and to protect the Library's furnishings and equipment, no food is permitted in the public areas of the Library below Quad Level. This policy applies to all areas, including studies and carrels.

Drinks are permitted in some areas provided that they are transported in and consumed from sealed containers only. Any sealed container used in the Library must have a lid that can be fastened securely so that the contents do not spill. To protect rare materials and electronic equipment, some areas, such as Special Collections, the Electronic Resource Center, and the AV Center, are designated by signs as "no drink areas ." Drinks may not be carried into these areas in any container.

Please help safeguard the collections by reporting any evidence of a spill to a Library staff member, or by telephoning Support Services at 516-8338 on weekdays from 8:00 AM to 5:00 PM, or the Circulation Desk at 516-8370 at all other times. Thank you for your assistance and cooperation in keeping the Library pest-free and clean.

FOOD AND DRINK POLICY : LIBRARY STAFF ONLY

Food and drink are permitted in non-public areas of the Library at the discretion of the department head in charge of the area. Staff should exercise caution when handling food or drink so as not to damage Library materials, equipment, or property.

When in areas open to the public, Library staff must adhere to the food and drink policy established for library users. Any food carried through areas open to the public must be completely concealed. Drinks may only be carried through public areas in sealed containers.

All Library staff are asked to report any evidence of a spill to Support Services at 8338 on weekdays from 8:00 AM to 5:00 PM, or the Circulation Desk at 8370 at all other times.

All Library staff are asked to help enforce the Library's food and drink policies by asking individuals to stop inappropriate eating and drinking, and by contacting Support Services or Library Security when problems arise.

FOOD AND BEVERAGE POLICY

The collections, in addition to their informational and artifactual value, represent an enormous economic investment and provide the underpinnings for many of the services the library offers. The commitment to preserve and protect the collections is an integral part of the library's mission statement. This commitment means, in part, providing a safe environment and safe handling procedures which will prevent damage to library materials and equipment.

Materials in all formats can be damaged by food stains or residue. Food crumbs attract insects which can also mar printed books and journals. Because damaged materials are expensive to replace and frequently impossible to replace, *food is not to be present at any desk or table which holds library materials in any format.* Food should be confined to one of the staff lounges or departmentally designated "safe" areas. *Hands should be clean, free of greasy or sticky food residue and dry when handling any library materials.*

Beverages can also damage library materials and electronic equipment. *Open top containers are not allowed at staff desks or on any surface where library materials in any format are present.* Open top containers should be confined to one of the staff lounges or departmentally designated "safe" areas. This includes glasses, paper cups, styrofoam cups, ceramic cups and soda cans. Bottles with spill-proof lids, sport bottles and cups or mugs with secure lids are considered acceptable containers for use at staff desks and tables where library materials are present. Insulated containers which do not sweat are preferable. *No beverages, regardless of container, may be taken into the stacks or transported on book trucks*

The condition of the books sends a subtle, but important, message to anyone who uses the collections and encourages them to handle materials with care. To underscore the importance of safe handling procedures, *neither the staff nor users are permitted to have food or beverages in any containers in the public areas of the library (civic and social functions exempted).*

Should a mishap occur, it should be reported through normal channels to the maintenance and preservation staffs so damage can be minimized and any spill cleaned up quickly.

Current and future library users will appreciate your cooperation in adhering to the library's preservation program.

July 1, 1997

Food & Beverages Policy

The consumption of beverages is allowed only in public lounges and study areas, and only from nonspillable, reusable containers. Eating is generally prohibited anywhere within the perimeters of the campus libraries.

Posters illustrating appropriate beverage containers are on display on the main floor of each library.

Examples of allowable beverage containers: thermos bottles, Evian-type water bottles, "travel" mugs with lids

We appreciate your assistance in maintaining our collections and in reducing litter.

Why this policy?

The presence of food and drink in the Libraries conflicts with one of the library's primary goals -- preservation of teaching and research materials.

Spills damage library materials, furniture and equipment. The presence of food or drink attracts insects and rodents.

Cafeterias on campus:

Commons Marketplace
Arts Quad Cafe (TSH)
The Wokery (KTH)
Chester New Hall Mac Express
Arthur Bourns Cafeteria
J.H. Engineering MacExpress
Health Sciences Cafeteria

April 5, 1998

University of Manitoba Libraries

Draft revisions for discussion

Policy: **Page**
Subject: Food and Drink

Approved by:
Contact: **Approved:**
Prepared by: **Revised:**

Preamble: The Libraries have a mandate to acquire and to preserve materials for researchers today and in the future. Prevention is the key to keeping the Libraries' collections intact. Library materials in any format are subject to destruction by food and drink either directly from debris and stains or indirectly from the insects and vermin which are attracted to the collections by consumables. Preventing the damage done to library materials by food and drink is an important step in preserving the Libraries' collections.

Policy: The consumption of food and drink in unauthorized areas of the Libraries is prohibited. An 'unauthorized area' is defined as a an area available for the public use of the Libraries' collections.

Procedures:

1. Patrons and staff openly bringing food and drink into the Libraries will be stopped at the entrance.

2. Anyone found consuming food and drink, or with open food and drink in public areas will be asked to remove these.

3. Failure to cooperate will result in the offender being asked to leave Libraries' property.

4. Further disciplinary action may be taken for repeat offenders.

ANDREW'S LIBRARY FOOD & DRINK PAGE

The UO Library is currently reviewing systemwide food and drink policies, & I've created this website to gather background documents for the ad-hoc Food & Drink Brainstorming Group. If you have questions about this process or can offer suggestions for improving our response to food & drink issues, please let me know or mention it to any member of the group. Thanks.

Andrew
bonamici@oregon.uoregon.edu
6-2682

BACKGROUND DOCUMENTS

Membership & Charge to 1998 ad-hoc Food & Drink Brainstorming Group

Current UO Library Food & Drink Policy

Policy Addendum/Reminder from July 1997

Sample Policy Statements from Other ARL Libraries

UO response to ARL SPEC Survey on Food & Drink Policies (5/13/98)

MEETING MINUTES

First Meeting

COMMENTS & FEEDBACK

Idea for University day (Ellen Klaastad & Laura Willey)
Thoughts from Ted Smith (June 9, 1998)
Thoughts from Colleen Bell (August 6, 1998)

Andrew R. Bonamici
last update August 6, 1998

http://darkwing.uoregon.edu/~bonamici/food&drink/Section3_E31.html

UNIVERSITY OF OREGON LIBRARY
POLICY AND PROCEDURES MANUAL

Section 3 E.31
Date created: 2/5/91 Food, Drink and Tobacco in the Library

The presence of food, drink, and tobacco products in the library can be harmful to the collections and equipment. Residue from food and drink attracts vermin which destroy library materials; spillage can ruin a book and do serious damage to a computer terminal. For these reasons, the following policy is in effect.

I. Policies Affecting the Public

1. Tobacco is not permitted in the University Library. In the Knight Library, patrons may eat and drink in the Daily Grind (Room 2). In the branch libraries, there are no areas in which the public may eat or drink.

2. It is the responsibility of every Library employee (including student assistants) to follow the steps outlined in numbers 3 and 4 below.

3. When users are observed to be eating, drinking, or using tobacco, a Library employee should inform the person of this policy and request that s/he cease the activity and remove the food, drink, and/or tobacco.

4. If the user refuses:

· The employee should inform the staff of the service desk responsible for the floor/section where the user is located. Student employees should also inform their own supervisors, and after doing so, their involvement ends.

· A staff member of the service desk should approach the user and again inform him/her of the policy, explaining the reasons for it. If the patron becomes abusive or threatening, staff may call the Office of Public Safety if they deem the situation to warrant it. Depending upon the situation, two staff members should approach the patron.

· If the patron is not abusive or threatening, but simply refuses to comply with the policy, staff should ask for the patron's name and university ID number, and send an Unusual Incident Report (UL 998) containing that information through their Department Head to their Associate University Librarian (AUL) or equivalent. If the patron refuses to provide his/her name or ID, staff should complete an Unusual Incident Report giving a physical description of the patron.

· The Library Administration will send a letter to the patron and/or pursue other avenues of discipline, e.g. contact the Office of Student Affairs.

5. Food and beverage containers should not be visible in the Library, nor may they be stored in lockable carrels or studies.

II. Policies Affecting Staff

1. Staff in all libraries should limit their eating and drinking to the following:

a. Food or drink is not to be consumed at public service desks or in publicly visible work areas.

b. Food or drink is not to be consumed in Library work areas or at work stations while library materials are being processed.

2. Light refreshments, such as coffee or tea, may be consumed in non-public areas not excluded in a and b above. In the event of damage to library materials or equipment, costs may be assessed to the responsible employee.

3. Staff carrying food or drink through public areas should conceal it.

4. Occasional receptions may be held in non-public areas as long as they remain occasional and appropriate safeguards to library materials, records, and equipment are taken. The preferred place for such activities is the Staff Lounge.

U of T Libraries Conduct Regulations

On this page: [Preamble | Prohibited Activities | Procedures]

A. Preamble

Along with other Division Heads, the Chief Librarian has the authority to ensure that the Division operates in the best possible environment for study and research. This requires that certain regulations be ob served in the University of Toronto Library.

In order to meet the needs of the University community of users overall the Library should provide:

- library materials, i.e. books, journals, newspapers, documents in print and other formats, that are complete, undamaged and properly filed
- access to library materials within the applicability of appropriate loan policies
- services that are both cost-effective and cost-efficient
- an environment free of disruptive activity
- designated areas where conversation can take place
- book stacks, other areas where library materials are housed and study areas free from food, beverages and resulting problems
- buildings designed to enhance study and research activities and that are free from damage or defacement due to vandalism

B. Prohibited Activities

In order to ensure that the best possible environment for study and research is provided for all users, each user of the Library is required to follow the *University of Toronto Library Conduct Regulations* which prohibit:

1. Removal or attempted removal of library materials or property from a library building or controlled area without authorization.

2. Mutilation of library materials or files by marking, underlining, removing pages or portions of pages, removing binding or staples, removing security devices, tampering electronically, or in any other way damaging or defacing library materials.

3. Deliberately concealing or misfiling library materials in the Library for the exclusive use of an individual or group.

4. Refusal to abide by the Library regulations regarding the return of materials and payment of fines and/or penalties. These would include penalties on lost or damaged items, "blocks" (preventing the patron from using "circulation" services, until penalties are paid, or books returned) as outlined in the Library publications.

5. Any disturbance or behaviour which interferes with normal use of the Library. Such inappropriate behaviour includes activities that are distracting or disruptive to others. Examples of inappropriate behaviour include rowdiness, noise, prolonged conversation, abusive behaviour, loitering, rollerblading, obstruction of facilities or access.

6. Bringing animals into a Library building except those which are needed to assist persons with disabilities.

7. Harassment or assault of Library staff or users.

8. Consumption of food or beverages, except in the cafeterias and/or designated lounge areas.

9. Smoking in Library buildings.

10. Access to or use of any Library facility, equipment or service without proper permission by authorized persons.

11. Entering or being in a restricted area of the Library, remaining in the Library after closing or when requested to leave during an emergency exercise.

12. Damage or defacement of Library buildings or equipment, inside or outside.

13. Refusal to abide by regulations pertaining to matters of health, safety and security, including regula tions which restrict stack access.

C. Procedures

The Library will make every effort to ensure that its users are fully apprised of the the *Library Conduct Regulations* . A Library publication will be made available to all Library users stating the regulations, the sanctions that may be applied if a breach is committed and a statement that the Chief Librarian shall have the power to revoke Library privileges.

1. Breaches of the Library Conduct Regulations

The Library and the University will actively pursue disciplinary action, prosecution or other legal action for breaches of the *Library Conduct Regulations* as defined in the Section "Prohibited Activities" 1-13.

The library community comprises different user groups (students, members of the teaching, administra tive and library staffs, alumni, registered external members and members of the general public), whose conduct is covered in varying degrees by different University codes and policies. It is understood also that it is not possible to rely solely on these existing policies because they do not govern all the stated prohib ited activities, and because the University's interests may be best served by an administrative procedure rather than a judicial one. For breaches relating to the *Library Conduct Regulations* , therefore, the follow ing procedures will apply.

2. Disciplinary Procedures

a) Anyone who believes a breach under these regulations has been committed may initiate a complaint by bringing the matter to the attention of the Chief Librarian of the university, or designate.

b) Wherever possible and appropriate, reason and moral suasion shall be used to resolve issues of individual behaviour before resort is made to formal disciplinary procedures. Library staff will assist in monitoring the clauses of these regulations and as appropriate, issue warnings to library users who may have committed offences as defined in these regulations.

c) At present some of the prohibited activities in the regulations may be considered offences as de fined in the *University's Code of Student Conduct* , the *University's Policy & Procedures: Sexual Harassment*, the *University's Smoking Policy* , or in the *Criminal Code of Canada* (clauses relating to assault, theft, etc.). As such, appropriate hearing procedures and sanctions outlined in those codes may be applied.

Upon investigation of a complaint which is deemed to be a breach of the *Library Conduct Regulations* as defined, a person designated by the Chief Librarian may conclude that action is warranted. At this point the person designated by the Chief Librarian will decide on the appropriate disciplinary procedures to follow.

Generally, the Chief Librarian will deal with breaches of the regulations using the authority given by virtue of

the office. In cases of persistent breach of the regulations or vexatious conduct, the Librarian will gen erally consider whether the conduct constitutes behaviour prohibited under University disciplinary policies as listed in item C, section 2(c) above, or, for employees, under administrative procedures. If another policy or procedure applies s/he may refer the complaint to the appropriate person or persons responsible for carrying out the hearing procedures and sanctions of that particular policy, code, or administrative procedure.

In cases where an alleged offence has been committed by a student, a hearing may be conducted by the student's college or faculty, and sanctions imposed under the *Code of Student Conduct* may apply after a hearing, as required under the *Code* , has been held. In cases where a serious offence such as theft or damage has been committed by a member or non-member of the University, the University may seek action under a civil suit and/or prosecution (under the *Criminal Code of Canada*).

3. Sanctions

The person designated by the Chief Librarian to consider the case may impose the following sanctions or combinations of them upon library users found to be in breach of these regulations.

a) Formal written reprimand. In the case of a student or staff member, a copy of the written reprimand may be sent to the library user's principal, dean or director.

b) Denial of access to the University Library and its services for a period of up to one year. This denial of access will be confirmed in a written notice to the library user found to be in breach of this Regulation. In the case of a student or staff member, a copy of the written notice may be sent to the library user's principal, dean or director.

In addition, library users who are in breach of this policy may be placed on conduct probation for a period not to exceed one year, with the provision that one or more of the sanctions, as appropriate, will be applied if the conduct probation is violated.

4. Appeal Procedures

a) A library user who has been notified of the denial of access to the University's Library and its services has up to 10 days (from the mailing of the notice) to appeal the decision.

b) The Chief Librarian, or his or her designate (other than the person who considered the case and imposed the sanction being appealed) will hear the appeal and will render a decision to uphold or dismiss the appeal, or possibly to vary the sanction imposed. The accused library user or users may be assisted in the appeal by another person who may be legal counsel.

Go to: [Guide to Libraries | UofT Libraries Home | UTCat Databases | UTlearn | Comments | UofT Home | Search U of T]

U of T Libraries

This information system is provided by the University of Toronto Library.
Your comments are welcomed.
Revised: September 25, 1996

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UNIVERSITY OF WASHINGTON LIBRARIES

Operations Manual

Policies, Guidelines and Procedures

Vol. I
Section B, No. 6
September 28, 1990

POLICY ON FOOD, DRINK AND TOBACCO PRODUCTS

It is the policy of the University Libraries to maintain an environment appropriate for the protection of library materials and conducive to study in all units of the Libraries system.

The activities listed below, which are harmful to library materials and to the library environment, are prohibited in all public areas of the University Libraries:

1. Eating in the library. Food is easily spilled on books, furniture, and equipment, causing damage. Particles of food left behind on books, furniture, or floors attract rodents, cockroaches, silverfish, and other unwanted pests.

2. Drinking in the library. All beverages, including water, are easily spilled on books, furniture, and floors. Damage to library materials results in replacement costs to the Libraries and makes the material unavailable to library users.

3. Use of tobacco products. Smoking is prohibited in the library (as it is in many campus buildings) for reasons of personal safety as well as protection of library materials. Smoking creates a fire hazard, and the smoke also damages library materials. The use of chewing tobacco is prohibited because spitting is unsanitary.

Library staff will enforce this policy under the Policy on Library Disruptions, Volume I, Section B, No. 4 of the University of Washington Libraries Operations Manual.

Persons observed in violation of this policy will be asked to stop the activity and to remove the food and drink from the library immediately. Banned items may be confiscated and offenders escorted from the library. Repeat offenders will not be allowed to return to the library for the day. In accordance with the Policy on Library Disruptions, the University Police may be called to assist library staff.

WASHINGTON UNIVERSITY LIBRARIES

JOHN M. OLIN LIBRARY

RULES AND REGULATIONS

The *Library Rules and Regulations* are designed to promote an atmosphere conducive to study and research and to protect library patrons and property. The Circulation Services staff is responsible for ensuring that the Rules and Regulations are observed. Please follow their instructions regarding proper use of library materials and property. In emergency situations, Library staff will be assisted by the University Police.

1. FOOD & BEVERAGES: For reasons of building maintenance, sanitation, and the protection of library materials, food is NOT permitted in the Library. Beverages in COVERED containers or cans may be consumed in the Library.

2. SAFETY: For safety considerations, rollerblading, roller skating, running, sliding down banisters, and similar activities are prohibited.

3. GROUP STUDY: Group study is permitted only in lounge areas and unoccupied classrooms.

4. NOISE: Noise should be kept to a minimum. Lounges on levels 1 and 2 are provided for quiet conversations and class breaks.

5. STAIRWAYS: Safety and fire regulations forbid lingering or sitting on stairways. Books, purses, etc. should not be placed on handrails.

6. SMOKING: Smoking is not permitted in the Library.

7. PETS: Animals, with the exception of trained assistance or guide dogs, are not allowed in the library.

8. IDENTIFICATION CARDS: To assure legitimate use of the library, staff may request that patrons present valid identification. Non-Washington University users may use the library until midnight.

9. POSTERS & HANDBILLS: Posters and handbills may not be attached to the building or columns, internally or externally, nor distributed within the building, unless authorized by the Library Administration Office.

10. PERSONAL PROPERTY: Theft of personal property can occur. Do not leave personal property, particularly purses and articles of value, unattended anywhere in the library.

11. CLOSING TIME: At 30 minutes before the closing hour, a bell will be rung. This is a signal to prepare to leave the library while there is still time to check out needed materials. At 20 minutes prior to closing, the bell will be rung twice; at 10 minutes before closing, thrice; at the closing hour, the bell will be rung four times to signal that the library is closed.

Revised: August 1997

CHARGE TO FOOD & DRINK BRAINSTORMING GROUP

April 8, 1998

TO:
Normandy Helmer, Preservation & Binding
Kaia Esau, AAA Library
Alyssa Bennett, Acquisition Department
Ellen Klaastad, Access Services
Leslie Bennett, Music Services
Robin Paynter, Reference Department

FROM: Andrew Bonamici, AUL for Administrative & Media Services

SUBJECT: Food & drink brainstorming group

The Library Administration has had several recent discussions about our food and drink policy, and an apparent increase in patron food & drink use in unauthorized areas. I will be convening a brief series of meetings to discuss this issue, and your name has been suggested as someone who could make a positive contribution to this effort.

Initial goals:
1. assess the scope of the problem
2. estimate % of patrons violating food & drink policy
3. estimate real costs of food & drink accidents in the building (e.g., cost of carpet cleaning, book repair/replacement, etc.)
4. generate ideas for a patron (& staff) education program focused on food & drink in the libraries. For a variety of reasons, the Library Administration believes that a well-crafted and fairly long-term patron education program is needed before any additional enforcement mechanisms can be employed.
5. Suggest appropriate individuals & work units to carry out recommendations.

Our group should feel free to identify additional goals in our early discussions. We will present the results of our discussion and any recommended actions to the Library Administration. Be assured that your presence on this brainstorm group does not reflect any expectation that you will be directly responsible for subsequent implementation; as usual, these efforts will be distributed to appropriate individuals and units throughout the organization.

We should plan to have a series of recommendations in place by the end of Spring term. This will allow refinement and development over the summer and broad implementation for Fall 98. If you would like to participate, please send your regular calendar/schedule information. Likewise, if you have any concerns about serving on this group, please let me know by reply e-mail.

Thanks very much,

Andrew

NOTES FROM FOOD & DRINK BRAINSTORMING GROUP
Meeting 1 4/14/98

In attendance
Normandy Helmer, Kaia Esau, Alyssa Bennett, Leslie Bennett, Ellen Klaastad, Eric Dahl, Andrew Bonamici (convener); Robin Paynter on vacation

ASSESS SCOPE OF PROBLEM:
Observations & gut reactions:

- Problem is worse than it used to be
- Policing lots of Daily Grind food & drink; problem seems worse since DG opened
- Very bad on nights & weekends due to high number of users & skeleton staff.
- Student employees are apparently violating food & drink policies even while on the job.
- Improved training needs to be a high priority. A training video could be produced & used to help all categories of staff feel more comfortable approaching patrons politely and effectively.
- Hard to police from Knight circ desk (can't see due to columns)
- Covered containers were "the beginning of the end;" gradations of prohibition make all enforcement difficult
- Policy is unclear & not consistent between Knight & branches (e.g. AAA is strict; Knight doesn't enforce drinks in covered containers; Law allows food & drink). Need to nail down for entire system

estimate % of patrons violating food & drink policy

- HOW to assess?
- Random samples/observations/violation counts at the entrances
- ???who will do them?
- ???do checklists (tally marks) of food & drink violations at same time as attendance count

estimate real costs of food & drink accidents in the building (e.g., cost of carpet cleaning, book repair/replacement, etc.)

- What is actual amount of damage to books? Given a circulating collection books we can't know how much food & drink exposure occurs in the library. However, when patrons have a book charged out it is their responsibility & we can bill for damage; "accident victims" in the library are more likely to be reshelved. Normandy will gather data on repairs to books not billed to patrons (one way of narrowing down items damaged in library as opposed to damaged while charged to a patron).
- Andrew will ask custodians how much trash in wastebaskets appears to be food &drink related (candy wrappers, food wrapper, drink containers)etc.??

Generate ideas for a patron (& staff) education program focused on food & drink in the libraries. For a variety of reasons, the Library Administration believes that a well-crafted and fairly long-term patron education program is needed before any additional enforcement mechanisms can be employed.

- Making students feel welcome & maintaining a tight food & drink policy are not mutually exclusive, but does present a serious challenge. Many students already find the library system intimidating.
- Patron food & drink habits reflect larger societal trends & changes in eating patterns (snacking, espresso, etc.)

EDUCATION & COMMUNICATION OPTIONS:

- Tape signs to every table in the library (other options -- table tents; bookmarks)
- Improve signage at Daily Grind
- Exhibits

- Press releases & interviews to provide "heads up " to campus on the issue
- Follow up with ODE display ads
- Take "total marketing" approach with press releases, repeated messages with consistent graphics (in display ads, signs, bookmarks, etc.)
- Use a sense of humor (e.g. clown suit or duck with garbage can)
- Have subject specialists incorporate food & drink/preservation component into their in-class presentations
- Regular exhibit(s)

Suggest appropriate individuals & work units to carry out recommendations.
General thoughts from discussion:

- It is stressful for staff to engage in food & drink enforcement/confrontations
- Students are reluctant to confront their fellow students
- Librarians are reluctant to confront students about food & drink violations when they are also expected to provide high-level instructional and information services.
- As mentioned above, we need improved training; the group thought that a training video could be effective and efficient.
- Uniforms &/or i.d. badges might help create a barrier between staff (students) & patrons that would potentially make enforcement easier

MISC. SUGGESTIONS/ACTION ITEMS

- add trash cans at entrances located near signs
- add signs at all floors (tops of stairs; at elevators, etc.
- ask department heads what strategies have been tried in various units; what has been successful? Ex: AAA has signs on each side of entrance (no food, no drinks, no cups). The "no empty cups" policy is to deflect people saying "this cup is empty, don't worry about it, I want to re-use it"
- should we consider explicit allowance of secure cups & crack down on everything else? Ex. Tufts University policy ("Food is not allowed in the Library. Beverages allowed in spill-proof plastic mugs and water in plastic water bottles. The Library is a Smoke FreeBuilding")
- Replace food & drink signs in group studies
- Involve the ULC; ask for opinions & suggestions for successful approaches to the problem

Andrew Bonamici
4/25/98 rev. includes some clarifications & suggestions from Erik Dahl

University of California, Davis
General Library
Guidelines for Enforcing the No Food, No Drink Policy

1. Approach the person respectfully and pleasantly. Identify yourself as a library employee prior to requesting their compliance.

2. If a patron should ask to speak to your supervisor or someone else "in charge" you have several options: a) refer them to a security guard supervisor (in Shields, if on duty) b) refer them to the Facilities Manager Rodger Choate c) refer them to Associate University Librarian George Bynon d) in circumstances where none of the above represent an option (e.g. a night or weekend shift, etc.) refer them to the person in charge (the night supervisor)-- in circumstances where necessary -- any of these individuals may contact the UCD Police as a follow-up to a patron who refuses to comply.

3. Remember that empty coffee mugs, etc., attached to backpacks are not considered violations of the policy; placement of such items on tables where it appears they contain liquid is and allows for an intervention.

4. Patrons who have open food and drink at a study space are to be advised that they, "are to put the items away (e.g., in a backpack, etc.)or to take them outside".
Where it is obvious that an item cannot be put in a backpack (e.g., an open soft drink container, etc.) patrons are to be advised to "dispose of the material (e.g., in a restroom or outside, etc.)

5. Patrons who ask to be allowed to finish consuming a small portion of food may be allowed to do so (assuming the portion is reasonably small enough to be consumed in fairly short order); the assumption here is that we are allowing for a bit of flexibility while conveying the message that they should cease further such violations of the policy: after finishing consumption, any detritus left should immediately be put away or discarded.

6. Patrons who advise that they have a health related reason to need to consume water should be advised of the location of water fountains (e.g., given a copy of the Shields Library map, etc.).

7. Patrons who comply with a request to put away water bottles, but are then seen removing them and consuming water and then returning the bottle to a concealed space should be advised that the act of consumption from a bottle in public view is a violation of policy (e.g., sends a message to others observing the act that it is OK to do so, etc.) (This is an admittedly difficult situation which we may have to learn to live with!).

8. Library employees are not required to provide their name upon patron request, but should advise a patron that they can put the person in touch with someone

in a position of authority (see #2 above)

9. Staff should be prepared to answer the question, "Why are you enforcing the policy now?" The answer may take any of a number of forms, but the general guidelines follow:

> Damage done to materials as a result of the attraction of vermin, such as cockroaches and silverfish, to food particles;
> Custodial workload increase necessary to clean-up messes left behind;
> Attempt to provide a clean and attractive environment in which to study and conduct research.

Dealing with Repeat Violators of the No Food, No Drink Policy

1. Be absolutely certain that the person or persons are repeat violators of the policy.

2. Respectfully inform the patron that food and beverages attract unwanted insects into the library (cockroaches) which can destroy library materials by eating book bindings, etc.

3. In a non-confrontational manner, inform the violator that if s/he refuses to comply with policy, you will report the non-compliance to campus police and will contact Student Judicial Affairs if the patron is a student.

4. If you discover a patron who is continually violating policy after appropriate warnings, you should ask to see their ID. Once done, you may contact campus police without giving the patron any more warnings.

5. If at any time a patron is asked to show ID and refuses, campus police should be called. The request to show ID must only be done for repeat offenders or for more serious infractions (such as attempted theft or mutilation). A warning that campus police will be called for refusal to show ID should be issued. This is usually enough to get the person to show ID.

POLICY AND PROCEDURES GOVERNING FOOD AND BEVERAGES IN CORNELL LIBRARIES

The purpose of this statement is to enunciate formally the policy of the University Libraries on the consumption of food and beverages within the libraries on the Ithaca campus. This matter is of increasing concern, in part because there appears to be a lessening of attention to the dangers that food and beverages present to library collections and, in part, because there are fewer custodial staff available than in years past. This compounds the problem of wide-spread storage and consumption of food.

The Libraries' Conservation Committee has discussed this matter at length. In 1983, it prepared a draft policy statement which was reviewed by senior staff members. Then, it was brought to the Council of Librarians for its collective reaction. There is general agreement there that everything possible should be done to reduce the hazards presented by food in a library. It is my purpose here to acquaint all staff with the seriousness of this situation and to provide guidelines for action to reduce the risk.

A quotation from the draft statement of the Conservation Committee puts the problem in a proper perspective.

> The practice of restricting food and beverages in libraries and other archival institutions is simply one part of the overall effort to preserve our research collections for future generations. As workers in academic libraries, each of us has a special custodial responsibility to ensure the continued usefulness of these collections for hundreds of years. This responsibility should be reflected in all facets of the work experience, including such basics as where we eat and drink. Unlike many other organizations, the site of food consumption in libraries must be based primarily on careful consideration of its implications for conservation, rather than simply on the convenience of staff and patrons.

The draft statement then cites the problems with insects and rodents which ensue from careless use of food and drink in libraries. They are serious, indeed. To reduce them to a minimum, the following procedures are to be adopted to the greatest possible extent.

CUL Guidelines on Food and Beverages in Libraries

1) Consumption of food should be limited to staff lounges wherever provided, either within the library or within a larger building which houses the library. Eating and drinking at one's work station is not permitted.

2) Storage of food in desks or closets should be avoided whenever possible.

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3) Staff must take seriously the responsibility to tell library patrons that food and drink are not allowed in the libraries. The Conservation Committee is in the process of designing graphics to that effect for system-wide distribution.

4) Staff celebrations - birthdays, departures, showers, a change of season, what have you - should be restricted to those areas designated as lounges.

It is recognized that libraries and the buildings within which they are housed vary considerably in the lounge facilities available to staff. Consequently, total adherence to these guidelines will not be possible in all cases and at all times. I urge staff, however, to make every effort to set the standard for responsible use of library space, and to take seriously their curatorial and custodial responsibilities by eschewing food and beverages in libraries, except in lounge areas.

I expect each unit head to make every effort to implement this policy and these guidelines, subject to the limitations of a unit's physical facilities.

The Conservation Committee deserves credit for not allowing this important issue to be forgotten. We are certain they will continue to remind us at proper intervals of the need to strengthen our resolve to minimize the risk that our book and journal collections will themselves become food for the entomological specimens among us.

Louis E. Martin

1/23/85
/pa

Background Information for Public Services Staff
Davis Library Food & Drink Policy
August 12, 1997

Background

Until now, food and drink in Davis Library were prohibited. To accommodate students and others, the Library has decided to relax its policy regarding beverages to the extent that it does not seriously threaten library materials, equipment, or furnishings. As of August 19, 1997 (the first day of classes), the policy will be amended to the following:

Eating is not allowed in Davis Library. You can drink from reclosable, spill-proof containers and travel mugs ***except*** *in the following locations:*

.Computer Lab;
.Electronic Documents, Electronic Reference, the Information Commons, or any surface that houses computers or audiovisual equipment;
.Microforms Collection;
and
.Photocopier Areas.

Beverages in reclosable, spill-proof containers and travel mugs are allowed in all other areas. Canned beverages and drinks in paper or stryofoam cups are not allowed.

People who violate this policy will be asked to dispose of their food or drink or to leave Davis Library.

Rationale for the Policy [This is for public services staff to draw upon if asked by library users about the reasons for the policy]

Food crumbs and spilled beverages damage library carpeting, furniture, materials, and equipment. In addition, they may cause insect infestations which further damage library materials and furnishings. Reclosable, spillproof plastic and glass containers are generally thought to be "safe;" coffee and soft drinks in paper containers, styrofoam cups, and cans are more easily spilled and thus are not allowed in Davis Library.

Policies at Other Research Libraries

Policies vary from one library to another, but our recently revised policy reflects the norm. Although some libraries are extremely lenient and others extremely harsh, most have relaxed their policy regarding beverage containers to reflect reality in their libraries.

Enforcement of the Policy

Policy is to be enforced by trained, permanent Reference, Circulation, and Serials Desk staff. Individual departments and units may decide whether or not to ask students who are on duty at a time when permanent staff are not available to enforce the policy, but if they do, they must also be trained.

Technical Services, Special Collections, or departmental library staff who observe violations of this policy in Davis should not attempt to enforce it but should, rather, report it to the appropriate department. Responsibility for enforcing the policy in Davis is allocated as follows:

1. Reference Department
   Responsible for the Reference Reading Room, Reference Desk area, Electronic Documents, Electronic Reference, Documents stacks, and the Information Commons.

2. Serials Desk staff
   Whenever full-time staff are on duty, responsible for enforcing policy in the Serials Reading Room. In the event that only students are on duty, Circulation staff will be responsible.

3. Microforms Collection
   Microforms reading room and stacks.

4. Microcomputer Lab
   ATN staff will enforce according to their own policies and training.

5. Rest of Davis Library [Stacks, carrels, lounges, etc.]
   Circulation staff will handle.

Acceptable and Unacceptable Containers

Acceptable: Plastic bottles, glass bottles, travel mugs—containers with reclosable lids.

Unacceptable: Paper cups (soft drinks or coffee/tea), styrofoam cups, cans.

Instructions for Approaching Someone Who is Violating This Policy

1. Most of the time, it is entirely possibly to enforce this policy without escalating the situation by:
   a. Not treating it as an adversarial situation;
   b. Remaining calm;
   c. Stating library policy clearly and unambiguously, e.g.,

      "Excuse me, sir, but Davis Library policy forbids eating (drinking from sytrofoam cups). If you like, I can dispose of that for you or, if you really have to eat (drink) that now, you can leave the building."

   d. Never touching the person or taking the item from him/her.

2. The goal is to eliminate inappropriate behavior without causing the individual undue embarrassment or loss of face. Your tone of voice, body language, and general affect will have more influence on the situation than you might realize. Also realize a staff member's discomfort with or dislike of the enforcer role cause him to sound officious or even hostile. Remember that what you are asking is entirely reasonable, and if you are able to state the options pleasantly but firmly compliance is more likely.

3. In most instances, it is unrealistic to expect that the moral superiority of your argument—i.e., the damage that food and spilled drinks cause—will sway the person. If the person wants to know why the policy exists, tell him/her. Otherwise, simply state the policy and offer the options.

Procedures for Enforcing the Policy

1. Approach the individual. Identify yourself as a library staff member. In a calm but firm voice, tell the person that what they are doing is a violation of library policy, which forbids _____ (whatever it is they're doing).

2. If they're eating something that is in a reclosable container (e.g., a sandwich in a plastic bag or plastic container), they can put it away in their backpack or briefcase. However, if they do this, it is a good idea to check back five or ten minutes later to make sure that they haven't taken it out again.
3. If they're drinking from an unacceptable container, the options are for them to give it to you to dispose of or to take it from the Library.
4. If they comply (in response to #2 and #3), thank them.
5. If they refuse to comply, tell them that they'll have to leave the library.
6. If they refuse to leave, tell them that unless they do leave, you'll be forced to call Campus Police.
7. If they still refuse to leave, call Campus Police at 2-8100, or, if the situation seems *very* serious, 911.
8. If it does become necessary to call Campus Police, please inform the appropriate Department Head who should, in turn, inform the appropriate Associate University Librarian.

Other Staff

1. Public Services staff and staff who work at Davis Library service desks have been selected to enforce this policy because they are trained to deal with the public. Staff in other divisions, however, may report violations of the policy to Public Services staff. Staff in these other divisions need to understand that handling violations of this policy will not take precedence over regular work at a service desk. A reference librarian, for example, will not interrupt his/her work with a patron to enforce the policy. On the other hand, staff charged with enforcing the policy should handle problem situations as soon as possible.

2. All Davis Library staff need to continue to exercise discretion in bringing food and drink into the library.

Review of Policy Enforcement

Questions from staff about handling specific problems should be addressed as soon as they arise, either by the Department Head, the assembled Public Service Department Heads and Assistant Department Heads, or the Associate University Librarian for Public Services.

In addition, a meeting of public services staff/ representatives will be scheduled after the end of the Fall Semester to discuss issues that have arisen during the semester.

Date: Wednesday, July 09, 1997 10:18 AM
Subject: lib-faculty: Food and Drink in the Library

The following announcement comes to you from Normandy Helmer and Deborah Carver.

REMINDER ABOUT FOOD & DRINK IN THE LIBRARY:

Any food or drink carried by Library employees through public areas MUST be wrapped or otherwise concealed. Please make sure that your student employees understand this too.

Browsing Room policy has been amended. It is no longer permissable to bring in personal refreshments, such as your cup of coffee, when attending meetings or events in the Browsing Room. The high visibility of cups transported through the lobby was creating a double standard that challenged enforcement of the food & drink policy. Any food & drink consumed in the Browsing Room must be catered within the room. This change in policy was announced by George Shipman during his Spring term all-staff address.

All Library staff share the responsibility for interacting with patrons who are bringing in food or drink. Politely explain the Library's policy, mention the location of the coffee shop, and request that the items be removed or disposed of immediately. If patrons have water in a closed container and appear to be using common sense to prevent spills, it is not necessary to intercede.

New No Food & Drink signs are in the works for the Knight entrance areas. If you know of areas that really need No Food & Drink signs posted, or increased enforcement, please notify Normandy Helmer.

The State University of New Jersey

RUTGERS

Interdepartmental Communication

March 9, 1987

TO: Librarian's Cabinet
Public Services Council

FROM: Evelyn Greenberg
Assistant University Librarian for Public Services

SUBJECT: Public Services Administrative Memo #11

FOOD/DRINK POLICY

The presence and consumption of food and beverages in the libraries present dangers to the preservation of library collections, maintenance of furnishings and equipment and the appearance of our buildings. This policy is an attempt to combat those dangers.

1. Consumption of food should be limited to staff lounges within the library or the larger library building. Staff storage of food in desks or closets should be avoided whenever possible.

2. Food and drink brought into the library by staff and destined for consumption in lounge areas should be concealed in bags.

3. Beverages may not be consumed in any public area, including public service desks or anywhere the consumption would be visible to library users as they walk through the building or approach a public service desk. Similarly, coffee pots and other beverage supplies and equipment must be kept out of public view.

4. Staff celebrations - birthdays, departures, showers, etc. - should be restricted to those areas designated as lounges. Exceptions to this policy must be approved by the unit director.

5. No consumption of food or beverages is permitted in public areas.

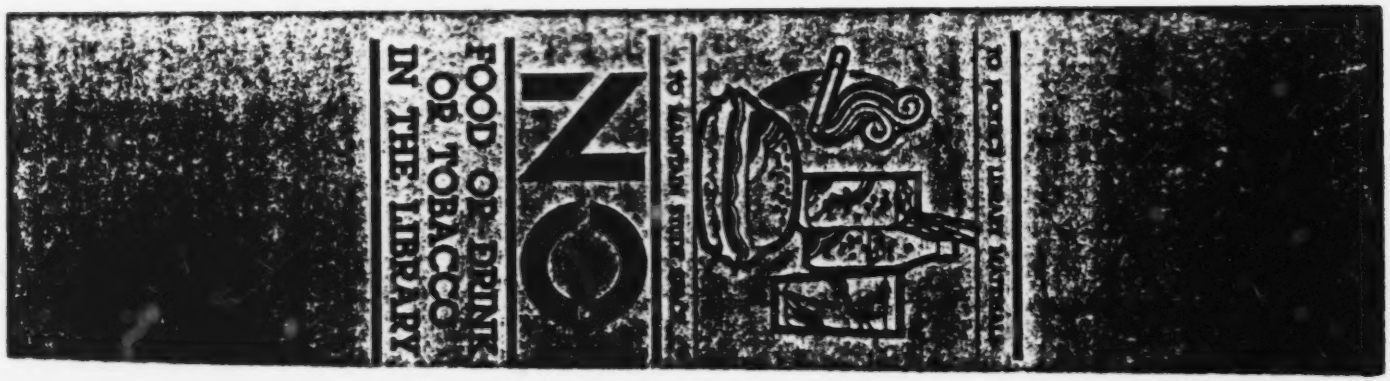
Approved, Librarian's Cabinet 2/2/87

TEXAS A&M UNIVERSITY

POLICY ON FOOD AND DRINK IN THE LIBRARY

To provide an inviting environment for serious study, research, and reflection, and to avoid damage to materials and equipment, food consumption will not be permitted in the public areas of the library. Loss Prevention Specialists will not allow users to bring food into the building with the exception of beverages in snap-top, pull-up bottles in study areas in the Evans Library Complex (not the West Campus or Cushing Libraries). Spot checks of the study areas will be conducted to eliminate food consumption in the stack areas. Cooking of microwavable popcorn is prohibited throughout the library buildings.

Library staff may bring consumables into the building if they are well concealed. It is best to bring food in before 7:00 a.m. since only library personnel are permitted entry at this time.



Food/Drinks/Any Tobacco Product are Prohibited in the Library

Library materials are damaged by spills and food residue. Please help to protect the Library collections by not eating or drinking in the Library.

Please abide by our policy and comply if you are asked to put your food away or take it out of the building. It's in everyone's best interest!

UNIVERSITY OF CALIFORNIA–DAVIS

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please

no food or drinks

Please respect the library
preservation policies
by observing the
NO EATING/DRINKING policy
while using library facilities.

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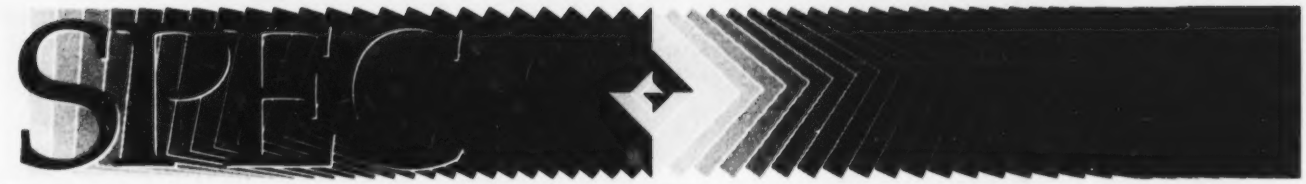

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SELECTED READINGS

BOOKS AND JOURNAL ARTICLES

Clement, Elaine, and Patricia A. Scott. "No Food, No Drink, No Noise." *College & Research Libraries News* 55, no. 2 (Feb. 1994): 81-3.

Drewes, Jeanne M., and Julie A. Page, eds. *Promoting Preservation Awareness in Libraries: A Sourcebook for Academic, Public, School, and Special Collections.* Westport, Conn.: Greenwood Press, 1997.

Richards, Susan L., and Lisa Fay Lister. *An Exploration of Vandalism/Food/Drink Issues in Academic Libraries.* Emporia, Kans.: Emporia State University Press, 1991.

Weaver-Meyers, Patricia L., and Stephen D. Ramsey. "Fines for Food: A Citation System to Control Food and Drink Consumption in the Library." *College & Research Libraries News* 51, no. 6 (June 1990): 536-8.

WEBSITES

University of California–Irvine
<http://sun3.lib.uci.edu/~libstaff/food12.htm>

Iowa State University
<http://www.lib.iastate.edu/policy/food.html>

McMaster University
<http://www.mcmaster.ca/library/general/policies/food-bev.htm>

National Library of Medicine
<http://www.nlm.nih.gov/about/vfacilities.html>

University of Nebraska–Lincoln
<http://www.unl.edu/circ/policies/unlpol.html>

University of Oregon
<http://darkwu[illegible]uoregon.edu/~bonamici/food&drink/f&dhome.html>

Pennsylvania State University
<http://www.libraries.psu.edu/pubinfo/codeconduct.html>

University of Toronto
<http://www.library.utoronto.ca/www/guide_to_libraries/conduct.htm>

University of Waterloo
<http://www.lib.uwaterloo.ca/food.html>

York University
<http://www.library.yorku.ca/policies/food.htm>

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____	SP228	TL 5: Preserving Digital Info	____	SP178	Insuring Lib Colls & Bldgs	____	SP128	Systems File Organization
____	SP227	Org of Doc Coll & Svcs	____	SP177	Salary Setting Policies	____	SP127	Interlibrary Loan
____	SP226	TL 4: After the User Survey	____	SP176	Svcs for Persons w / Disabilities	____	SP126	Automated Lib Systems
____	SP225	Partnerships Program	____	SP175	Scholarly Info Centrs	____	SP125	Tech Svcs Cost Studies
____	SP224	Staff Training & Development	____	SP174	Expert Systems	____	SP124	Barcoding of Collections
____	SP223	TL 3: Electronic Scholarly Pubn	____	SP173	Staff Recognition Awards	____	SP123	Microcomp Software Policies
____	SP222	Electronic Resource Sharing	____	SP172	Information Desks	____	SP122	End-User Search Svcs
____	SP221	Evol & Status of Approval Plans	____	SP171	Training of Tech Svc Staff	____	SP121	Bibliographic Instruction
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____	SP216	Role of Libs in Distance Ed	____	SP166	Materials Budgets	____	SP116	Organizing for Preservation
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____	SP212	Non-Librarian Professionals	____	SP162	Audiovisual Policies	____	SP112	Reorg of Tech and Pub Svcs
____	SP211	Library Systems Office Org	____	SP161	Travel Policies	____	SP111	Cooperative Collection Dev
____	SP210	Strategic Planning	____	SP160	Preservation Org & Staff	____	SP110	Local Cataloging Policies
____	SP209	Library Photocopy Operations	____	SP159	Admin of Lib Computer Files	____	SP109	Staff Training for Automation
____	SP208	Effective Library Signage	____	SP158	Strategic Plans	____	SP108	Strategic Planning
____	SP207	Org of Collection Develop	____	SP157	Fee-based Services	____	SP107	University Archives
____	SP206	Faculty Organizations	____	SP156	Automating Authority Control	____	SP106	Electronic Mail
____	SP205	User Surveys in ARL Libs	____	SP155	Visiting Scholars / Access	____	SP105	Nonbibliographic Dbases
____	SP204	Uses of Doc Delivery Svcs	____	SP154	Online Biblio Search	____	SP104	Microcomputers
____	SP203	Reference Svc Policies	____	SP153	Use of Mgt Statistics	____	SP103	Asst / Assoc Dir Position
____	SP202	E-journals / Issues & Trends	____	SP152	Brittle Books Program	____	SP102	Copyright Policies

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____	SP085	Personnel Classification Sys	____	SP051	Professional Development	____	SP017	Library Instruction
____	SP084	Public Svcs Goals & Objectvs	____	SP050	Fringe Benefits	____	SP016	Reclassification
____	SP083	Approval Plans	____	SP049	Use of Annual Reports	____	SP015	Goals & Objectives
____	SP082	Document Delivery Systems	____	SP048	External Fund Raising	____	SP014	Performance Review
____	SP081	Services to the Disabled	____	SP047	Automated Cataloging	____	SP013	Planning Systems
____	SP080	Specialty Positions	____	SP046	Plan Future of Card Catalog	____	SP012	Acquisition Policies
____	SP079	Internships/Job Exchanges	____	SP045	Changing Role Personnel Officer	____	SP011	Collection Development
____	SP078	Recruitment-Selection	____	SP044	Automated Acquisitions	____	SP010	Leave Policies
____	SP077	Use of Small Computers	____	SP043	Automated Circulation Sys	____	SP009	Tenure Policies
____	SP076	Online Biblio Search Svcs	____	SP042	Resource Sharing	____	SP008	Collective Bargaining
____	SP075	Staff Development	____	SP041	Collection Assessment	____	SP007	Personnel Class Schemes
____	SP074	Fees for Services	____	SP040	Skills Training	____	SP006	Friends of the Lib Organization
____	SP073	External User Services	____	SP039	Remote Storage	____	SP005	Performance Review
____	SP072	Executive Review	____	SP038	Collection Dev Policies	____	SP004	Affirmative Action
____	SP071	User Surveys: Eval of Lib Svcs	____	SP037	Theft Detection & Prevent	____	SP003	A Personnel Organization
____	SP070	Preservation Procedures	____	SP036	Allocation Materials Funds	____	SP003	Status of Librarians
____	SP069	Prep Emergencies/Disasters	____	SP035	Preservation of Lib Materials	____	SP002	Personnel Survey (flyer only)
____	SP068	AACR2 Implement Studies	____	SP034	Determin Indirect Cost Rate	____	SP001	Organization Charts

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